



Tennessee Regulatory Authority

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MCI Global Relay Set to Begin Offering Relay Service in Tennessee

Nashville, TN – September 25, 2001 will mark a change in Tennessee's Telecommunications Relay Service provider, but customers should see little change in accessing the service and its options.

Tennessee Relay is a telephone service that allows deaf, hard of hearing, or speech disabled persons who use special equipment, such as text telephones (called a TTYs) or telebraille devices (called a TBs) to communicate with standard telephone users.

Specially trained operators (called Communication Assistants or CAs) act as the "invisible" link in a relay conversation by voicing everything that is typed by the TTY user, and by typing everything heard from the standard telephone user. "Speech-to-speech" services will also be available for the speech-disabled. Highly trained CAs will be on staff to facilitate calls for speech-disabled users who do not use a TTY.

The change in relay vendors, however, will not affect how Tennessee Relay users connect to the service. Users may continue to access relay service statewide by dialing "7-1-1." In addition, alternate statewide toll-free numbers will also be available for use: (800-848-0298 TTY, 800-848-0299 Voice, or 800-745-1570 ASCII). For Spanish Relay: (866-503-0263 Voice, TTY, ASCII).

Tennessee Relay Service was established in 1990 to provide equal telephone access to Deaf, Hard of Hearing, and Speech Disabled people.

MCI Global Relay Service brings more than 8 years of relay experience to the state of Tennessee. As part of its relay service program, MCI Global Relay will have outreach personnel located in Memphis, Tennessee to service all relay users.

For more information about Tennessee Relay Service, call the Customer Service Center at 1-866-503-0262 Voice, TTY, ASCII, or contact the Tennessee Regulatory Authority at 1-800-342-8359.

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